

# City of Redmond – Parks & Recreation

## Online Registration/Reservation Tutorials



### How to create a new registration/reservation account through Redmond Parks & Recreation eConnect.

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Dear Customer:

Thank you for taking the time to register with Redmond Parks & Recreation!

We hope that you find this tutorial useful. If you have any questions or concerns, please contact our office using the contact information below.

Thank you for using Redmond Parks & Recreation eConnect Registration/Reservation.

-Redmond Parks & Recreation Staff

**Phone:** (425) 556-2300

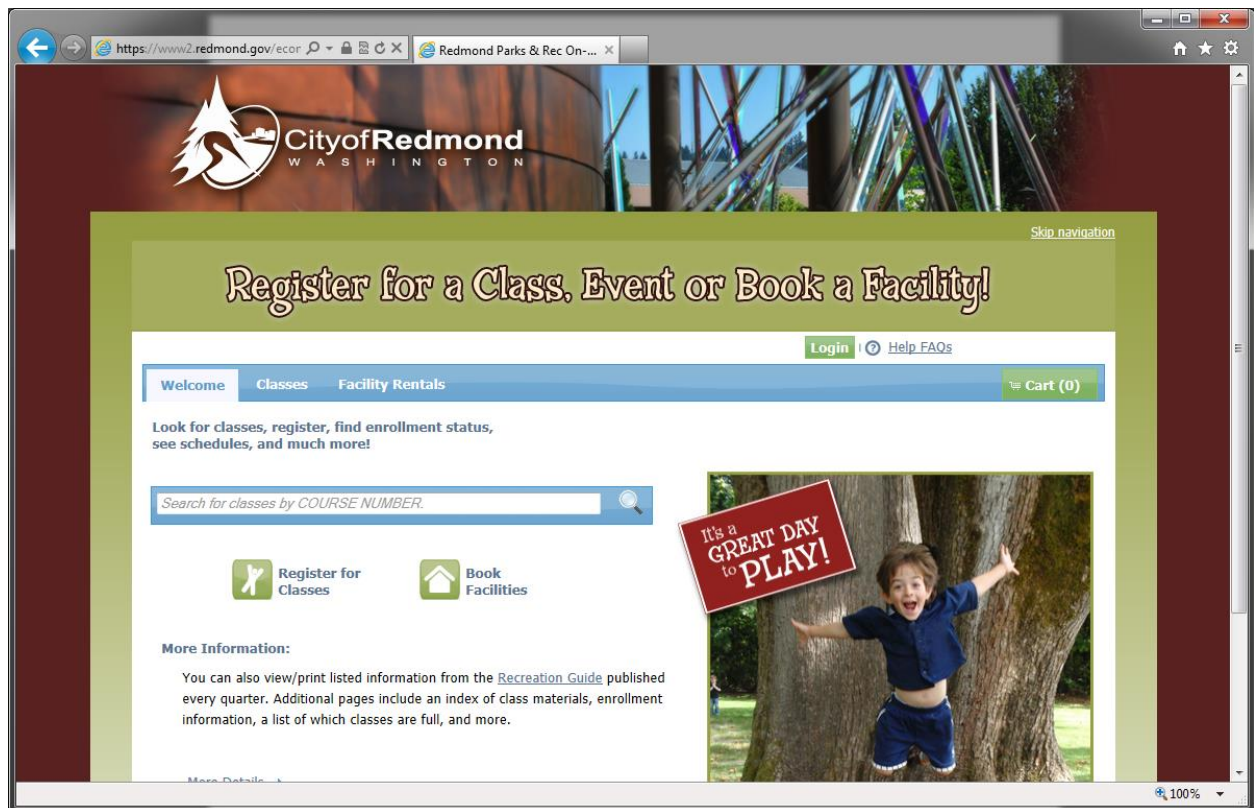
**E-Mail:** [recreationoffice@redmond.gov](mailto:recreationoffice@redmond.gov)

**Address:** 16600 NE 80 ST, Redmond, WA 98052

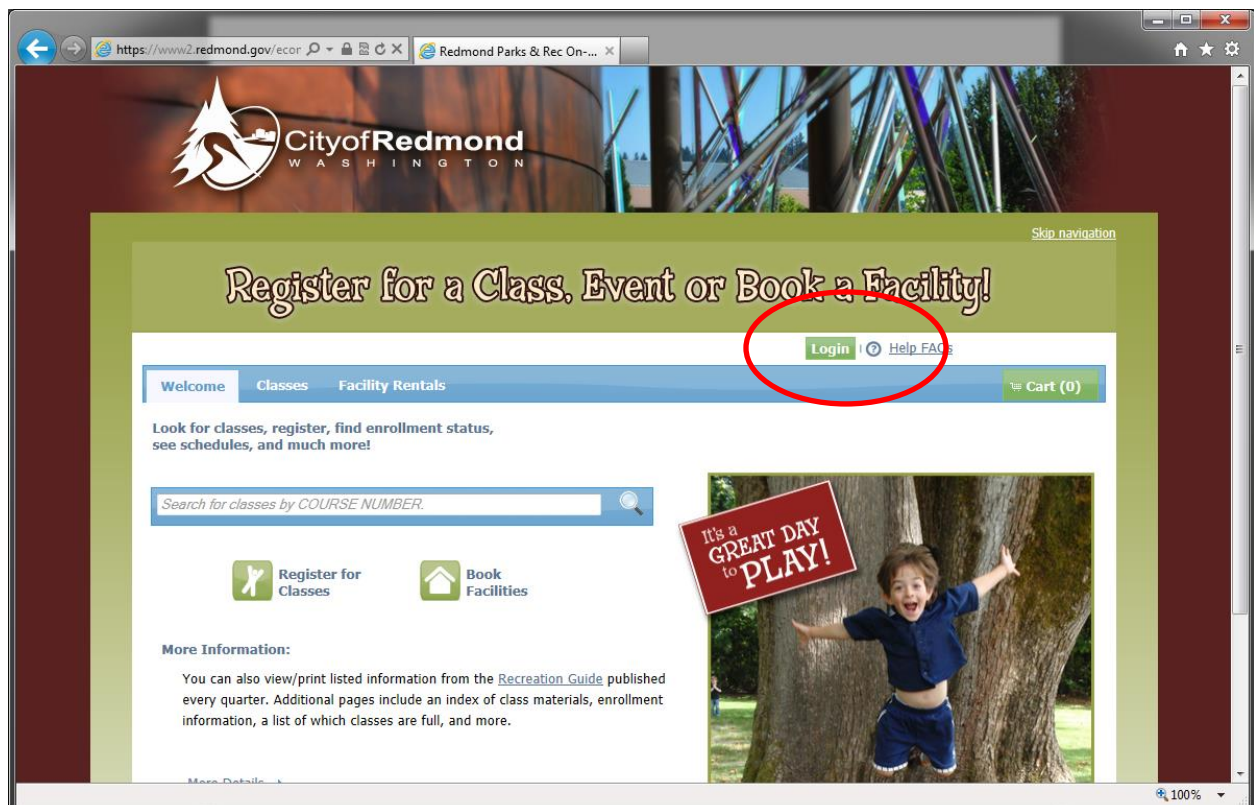
**Business Hours:** Monday-Friday, 8:00am-8:00pm

# Creating a new account

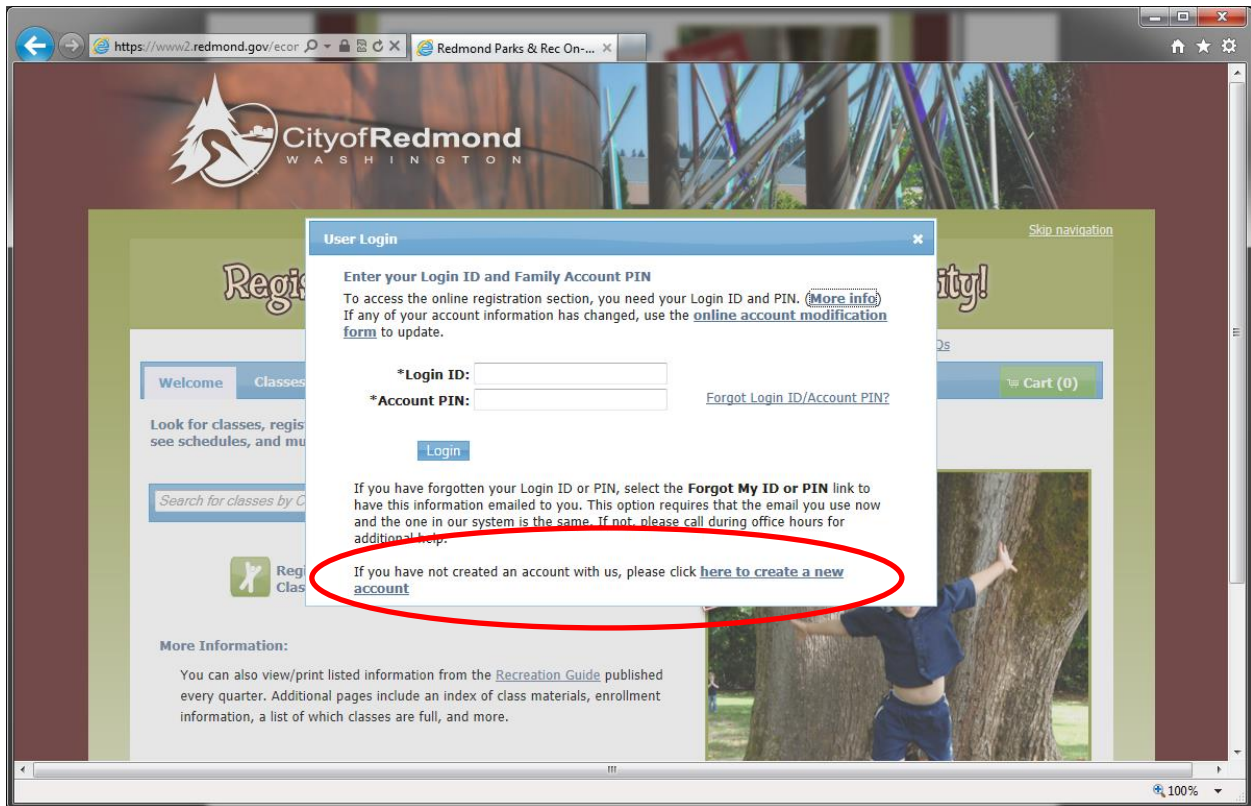
- 1.) Visit the Registration website (<http://www.redmond.gov/register>)



- 2.) Select the "Login" button located in the upper right hand



- 3.) Select the please click “here to create a new account” link at the bottom of the page that appears.



- 4.) Following the directions at the top of the page, please fill out the form (NOTE: Please make sure to fill out the all of the **REQUIRED** fields, including the addition of **ALL Family members**).

A screenshot of the "Online Account Creation" form on the City of Redmond website. The form is titled "Register for a Class, Event or Book a Facility!". It includes a "Welcome" message, navigation links, and a "Login" button. The main section is "Online Account Creation", which contains instructions and a form for creating a new account. The form includes fields for "First Name", "Last Name", "Gender", "Birthdate" (Month, Day, Year), "City of Residence", "Country of Residence", "State of Residence", "Zip Code", "Residency", "Home Phone", and "Email". There is also a checkbox for "Check this box if you do not wish to receive promotional Emails." and a "Create New" button. The form also includes a section for "ADD A FAMILY MEMBER" with fields for "P.O. Box #:", "Building/House #:", "Suite/Apartment #:", "Street Dir:", "Street Name/ #:", "Dir:", "City of Residence:", "Country of Residence:", "State of Residence:", "Zip Code:", "Residency", "Home Phone", and "Email".

- 5.) After completing all of the **REQUIRED** fields, including the addition of **ALL Family members** to your account, select the “Create New” button at the bottom of the page.

The screenshot shows the 'Online Account Creation' page on the Redmond Parks & Rec website. The page has a blue header with 'Welcome', 'Classes', and 'Facility Rentals' links, and a 'Cart (0)' button. Below the header, there's a section titled 'Online Account Creation' with instructions: 'Please fill out this form in ALL CAPS.', 'Please add ALL FAMILY MEMBERS you wish to register for programs on your account by using the "ADD A FAMILY MEMBER" button.', 'Once you finish filling out the form below, please press the "Create New" button.', 'Once your account has been created, you will receive an e-mail message with your Client ID (Login ID) and Pin number.', and 'If you have any questions, feel free to contact the Recreation Office at RecreationOffice@redmond.gov or (425) 556-2300.' Below the instructions is a form with fields for \*First Name, \*Last Name, \*Gender, \*Birthday (Month, Date, Year), and \*\*\*Head of Household\*\*\*. The form is partially filled with 'John', 'Smith', 'M', 'Mar', '3', '1915'. Below this is an 'ADD A FAMILY MEMBER' section with fields for P.O. Box #, \*Building/House #, Suite/Apartment #, \*Street Dir, \*Street Name/ #, \*City of Residence, \*Country of Residence, \*State of Residence, \*Zip Code, \*Residency, \*Home Phone, and \*Email. The form is partially filled with '16600', 'NE', '80', 'ST', 'Dir', 'REDMOND', 'USA', 'WA', '98052', 'RESIDENT (ZIP CODE: 98052)', '(425) 556-2300', and 'recreationoffice@redmond.gov'. At the bottom of the form are 'Create New' and 'Cancel' buttons. A tooltip says 'Click here to save the entered information and create your new account.' The URL in the address bar is 'https://www2.redmond.gov/econnect/myaccount/MyAccountCreateNewAccount.asp?Submit=Yes&Save=Yes&SDT=41668.4795539699&SCheck=169769192'.

- 6.) If you have successfully created a new account, you will be directed to the page shown below. You can now continue and register for programs.

The screenshot shows the 'Account Summary' page on the Redmond Parks & Rec website. The page has a blue header with 'Welcome', 'Classes', and 'Facility Rentals' links, and a 'Cart (0)' button. Below the header, there's a section titled 'Account Summary' with instructions: 'Select the HISTORY button to the right of each family member to view their current registrations. Select the HISTORY button to the right of All Clients to view all your current family registrations. Select the DETAILS button to the right each family member to view their account details.' Below the instructions is a 'My Account' section with fields for Current Balance, \*Make a Payment, Account Details, Change Account, recreation, Email, Address, Home, Phone, and Language. The form is partially filled with '0.00', 'Make a Payment', 'Change Account', 'recreation', 'recreationoffice@redmond.gov', '16600 NE 80 ST', 'Home', 'Phone', and 'English'. At the bottom of the form are 'History' and 'Change Login ID' buttons. A tooltip says 'Your account has been created and is now active. You are logged in as the main contact and may add items to the cart and proceed your transaction.' The URL in the address bar is 'https://www2.redmond.gov/econnect/myaccount/MyAccountCreateNewAccount.asp?Submit=Yes&Save=Yes&SDT=41668.4795539699&SCheck=169769192'.

## **Troubleshooting:**

### **The system seems to hang after I filled out the form. Why is this?**

- You might encounter this issue for a couple of reasons
  - Your e-mail address may already be in the system
    - The system will not allow duplicate e-mails. If you believe that this may be in error, please contact our office at the contact information on the first page.
  - The Form is not completely filled out
    - Check to make sure that all required fields have been filled out properly.
  - Compatibility Issues
    - Some of the newer web browsers may not function correctly with the software. If you encounter a problem where the form hangs, please check the steps above. If not, place your browser into compatibility mode and try to create your account again

### **My zip code is 98053. Why does it say a resident is in the 98052 zip code?**

- Customers that live in the 98053 zip code are residents of Unincorporated King County. The City of Redmond City Limits is defined as people living inside of the 98052 zip code. The City of Redmond does provide the same benefits of a resident to people who work inside the City Limits as well. Please contact us if you have any questions.